

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 30 - Aging and Veterans Services HICAP

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	1	7	3	5	16
Estimated Number of Attendees	17	573	61	79	730
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	3	3	2	6	14
Estimated Number of Attendees	708	994	291	441	2,434
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	6	6
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	2	0	0	0	2
Estimated Number of Attendees	65	0	0	0	65
Estimated Number of Persons Received Any Enrollment Assistance	10	0	0	0	10
Enrollment Assistance with Medicare Programs(s)	10	0	0	0	10
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	1	1	0	0	2
Estimated Number of Targeted Persons Reached	5,000	50,000	0	0	55,000
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	5	10	15
Total Hours for Length of Activities	0.00	0.00	17.45	39.40	56.85
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	1	6	7
Total Hours for Length of Activities	0.00	0.00	9.00	30.10	39.10
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	5	4	2	5	2
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	7	12	5	11	35
Grievances / Appeals - Plan Issues	0	0	1	1	2
Long-Term Care / Insurance	0	4	0	3	7
Low Income Subsidy (LIS) / Application Assistance	7	11	4	11	33
Medicare (Parts A & B)	6	11	5	9	31
Medicare Advantage (Part C)	7	11	4	11	33
Medicare Fraud / Abuse	5	10	4	11	30
Medicare Prescription Drug Coverage (Part D)	7	11	5	11	34
Medigap / Medicare Supplements	4	8	4	10	26
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	1	3	2	1	7

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	0	1
Preventive Care Benefits	2	3	4	9	18
QMB/SLMB/QI	7	7	4	10	28
Volunteer Recruitment	0	0	0	1	1
Targeted Audience					
African American	7	8	2	6	23
American Indian or Naitave Alaskan	6	10	2	6	24
Asian Indian	0	0	2	6	8
Caucasian	7	12	4	8	31
Chinese	0	0	1	6	7
Disabled	6	10	2	7	25
Dual Eligible Groups	0	0	4	9	13
Employer Related Groups	5	10	4	2	21
Family Member/Caregiver of Beneficiary	7	10	3	8	28
Filipino	0	0	0	5	5
Guamanian or Chamorro	0	0	1	4	5
Hispanic / Latino	6	11	2	7	26
Hmong	0	0	0	4	4
Japanese	0	0	2	6	8
Korean	0	0	1	5	6
Low Income	6	9	3	10	28
Medicare Beneficiaries	7	12	3	10	32
Medicare Pre-Enrollees	0	0	2	6	8
Mental Health	6	5	1	4	16
Mental Health Professionals	0	0	3	3	6
Native Hawaiian	0	0	1	4	5
Other	2	7	0	1	10
Other Asian	6	11	2	3	22
Other Pacific Islander	5	10	1	5	21
Partnership Outreach	0	0	1	1	2
Presentations to Groups in Language Other than English	6	7	1	1	15
Rural	7	9	3	9	28
Samoan	0	0	0	4	4
Socail Work Professionals	0	0	3	5	8
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	4	4

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	850	1,835	440	720	3,845
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	650	75	250	975
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	196	330	211	225	962
Total Finalized Intakes	122	236	140	153	651
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	84	124	104	102	414
Aging into Medicare Postacd - CDA HICAP	0	0	2	6	8
CDA HICAP	3	19	4	8	34
CHA	0	0	0	0	0
CMS/Medicare	0	5	1	7	13
Friend/Relative	8	15	8	7	38
InfoVan	0	0	0	0	0
Internet	1	0	0	1	2
Mailings	0	0	0	0	0
Media	2	8	0	0	10
Other	5	8	3	2	18
Presentations	6	25	7	0	38
Previous Contacts	0	0	5	10	15
State Website	0	0	0	0	0
Missing/Not Collected	13	32	6	10	61
Mode of Client Contact					
Quick Call Contacts	98	148	114	99	459
Contacts by Telephone	55	137	106	111	409
Contacts In Person at home	6	4	6	4	20
Contacts In Person at site	129	254	146	151	680
Contacts by E-Mail	25	60	45	24	154
Contacts by Mail/Fax	0	0	2	5	7
Total Number of Client Contacts:	313	603	419	394	1,729
Contact Status Types					
General info	0	1	57	53	111
Detailed Assistance	2	1	123	191	317
Problem Solving/Resolution	0	5	40	53	98
Total Counseling Time Spent by Counselor Type					
Program Manager	43.02	70.44	34.10	56.11	203.67
Volunteer	83.39	169.53	135.29	249.41	637.62
Paid	13.40	48.09	4.15	29.00	94.64
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	20	51	28	36	135
Race					
African American/Black	5	4	3	8	20

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	5	2	2	9
Caucasian/White	83	158	92	105	438
Native Hawaiian	0	1	0	0	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	1	0	1
Asian Indian	0	3	4	1	8
Chinese	1	0	1	0	2
Filipino	2	1	0	0	3
Japanese	0	0	0	0	0
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	1	1	1	0	3
Other Pacific Islander	0	1	0	1	2
Other Asian	0	0	0	0	0
Two or More Race	0	0	1	0	1
Some Other race	0	3	0	0	3
Not Collected	30	59	35	36	160
Gender					
Female	61	127	77	78	343
Male	45	83	52	67	247
Not Collected	16	26	11	8	61
Monthly Income					
Less than 150% of FPL	24	50	28	26	128
Equal To/Greater than 150% of FPL	40	69	29	48	186
Not collected	58	117	83	79	337
Client Asset Limits					
Below LIS Asset limit	0	0	4	7	11
At or Above LIS Asset Limit	0	0	2	1	3
Not Collected	122	236	134	145	637

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	25	28	15	18	86
Limited English Proficient (LEP)	14	21	14	17	66
Dual Eligible	52	95	70	54	271
Medicare Status Due to Disability	30	53	52	38	173
Dual Eligible due to Mental Disability	0	0	6	7	13
Applying/Receiving Social Security/Medicare Disability	0	0	26	29	55
Age					
Under 60	20	45	37	26	128
60-64	13	22	15	29	79
65-74	53	107	56	62	278
75-84	29	48	20	29	126
85+	5	12	10	5	32
Not Collected	2	2	2	2	8
Marital Status					
Married	45	92	55	65	257
Never Married	15	24	22	14	75
Separated	2	3	2	2	9
Divorced	20	46	15	28	109
Widowed	24	50	23	29	126
Domestic Partner	0	3	0	2	5
Not Collected	16	18	23	13	70
Estimated Financial Saving					
Clients with Financial Savings	5	15	10	7	37
Estimated Dollars Saved	\$13,418.00	\$34,270.00	\$49,751.00	\$145,403.55	\$242,842.55

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	28	52	22	25	127
Benefit Comparisons/Explanation/Coverge Changes	41	53	19	33	146
Appeals/Grievances	0	2	0	4	6
Billings/Claims	1	3	3	5	12
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	1	1
LTC/LTCI					
Enrollment/Eligibility Assistance	2	8	2	3	15
Billings/Claims	1	0	1	1	3
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	2	2	4
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	18	36	13	23	90
Benefit Explanation	32	64	30	52	178
Appeals/Grievances	0	1	0	0	1
Billings/Claims	2	4	0	0	6
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	10	12	2	1	25
Quality of Care	0	0	1	1	2
Plan Comparison	0	0	3	7	10
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	31	53	24	33	141
Benefit Explanation	45	65	43	64	217
Appeals/Grievances	3	4	0	5	12
Billings/Claims	2	2	2	5	11
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	13	17	3	5	38
Plan Non Renewal	0	1	0	0	1
Plan Comparison	0	0	6	11	17
Enrollment/Enrollment Asistance	0	0	3	3	6
Quality of Care	0	0	1	3	4
Marketing/Sales Complaints or Issues	0	0	1	1	2
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	2	1	3	4	10
Medi-Cal Application Assistance	0	0	0	2	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	2	6	7	15	30
MSP Application Assistance	0	0	1	2	3
Medi-Cal/QMB Claims	0	0	0	3	3
Fraud/Abuse	0	0	0	0	0
Other	41	62	15	7	125
Other					
Employer/Federal Health Benefits (FEHB)	16	23	13	8	60
Military Benefits	14	12	10	9	45
COBRA	3	0	3	4	10
Mental Health Topics	1	1	2	3	7
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	1	1	2
Other	3	1	2	0	6
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	35	53	88
Eligibility/Screening	40	81	24	21	166
Plan Comparison	45	117	48	32	242
Enrollment/Anrollment Assistance	15	20	21	13	69
Billings/Claims	0	2	1	0	3
Coverage Changes	3	2	7	7	19
Re-enrollment	1	1	1	4	7
Disenrollment	1	1	2	0	4
TROOP	0	0	1	0	1
Other	27	11	1	0	39
LIS / Extra Help					
Eligibility / Screening	43	37	6	8	94
Benefit Explanation	0	0	6	7	13
Application Assistance	12	13	9	13	47
Claims/Billings	0	0	0	0	0
Appeals / Grievances	1	0	0	0	1
Other Prescription Drug CoveragePlans					
Union/employer	2	4	0	3	9
PPARx	0	1	0	0	1
Military Drug Benefit	0	0	2	1	3
Manufacturer Program	0	1	0	0	1
Other	2	0	0	2	4
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	0	1	1
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	1	2	2	6
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	1	0	0	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	1	2
Client reached donut hole	0	1	0	1	2
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	1	1
Other:	0	0	0	0	0
TOTAL MEDICARE PART D COMPLAINTS	0	0	0	1	1
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	1	0	0	1
TOTAL ALL OTHER COMPLAINTS	0	1	0	0	1
800 Medicare Line Issues					
Total number of Calls with Issues	3	3	0	3	9
Total duration of calls	0.45	0.20	0.00	0.00	0.65